

761—605.10(321) Waiver or refund of license fees.

605.10(1) The department may waive payment of or refund the fee for a renewal or duplicate of a driver's license if:

a. An error occurs during the issuance process and is discovered by the applicant at the time of issuance. However, the fee shall not be waived or refunded if the error is discovered by department staff and is corrected within the 30-minute time period specified in paragraph “c” of this subrule.

b. An error occurs during the issuance process and is discovered during the edit process of updating the driver record, and the error requires the applicant to return to the driver's license station to have the error corrected.

c. The applicant is required to wait more than 30 minutes to renew a license or obtain a duplicate license. This 30-minute time period is determined by using an automated customer numbering system that monitors waiting time.

605.10(2) The department shall not waive payment of or refund a fee if the applicant does not have in the applicant's possession at the time of application the previously issued driver's license.

605.10(3) The department shall not waive payment of or refund fees for any of the following transactions: reinstatements following sanctions, new applications, or applications requiring knowledge or skills testing.

This rule is intended to implement Iowa Code section 321.192.